

ADPICS DOCUMENTS LOST IN APPROVAL PATH

ADPICS users have reported to MAIN Help Desk instances where a few documents are lost in approval path. The documents have an action indicator of "A" and status of "APPR." The documents are not in any mailbox (PCHL9210). The documents show up on Document Authorization Tracking Screen (PCHL9220) as active. We have been able to replicate this problem in the test region. We could only re-create the problem when two people, using the same user ID, each selected and approved the same document within fractions of a second. User IDs should not be shared.

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